

FIG. 1

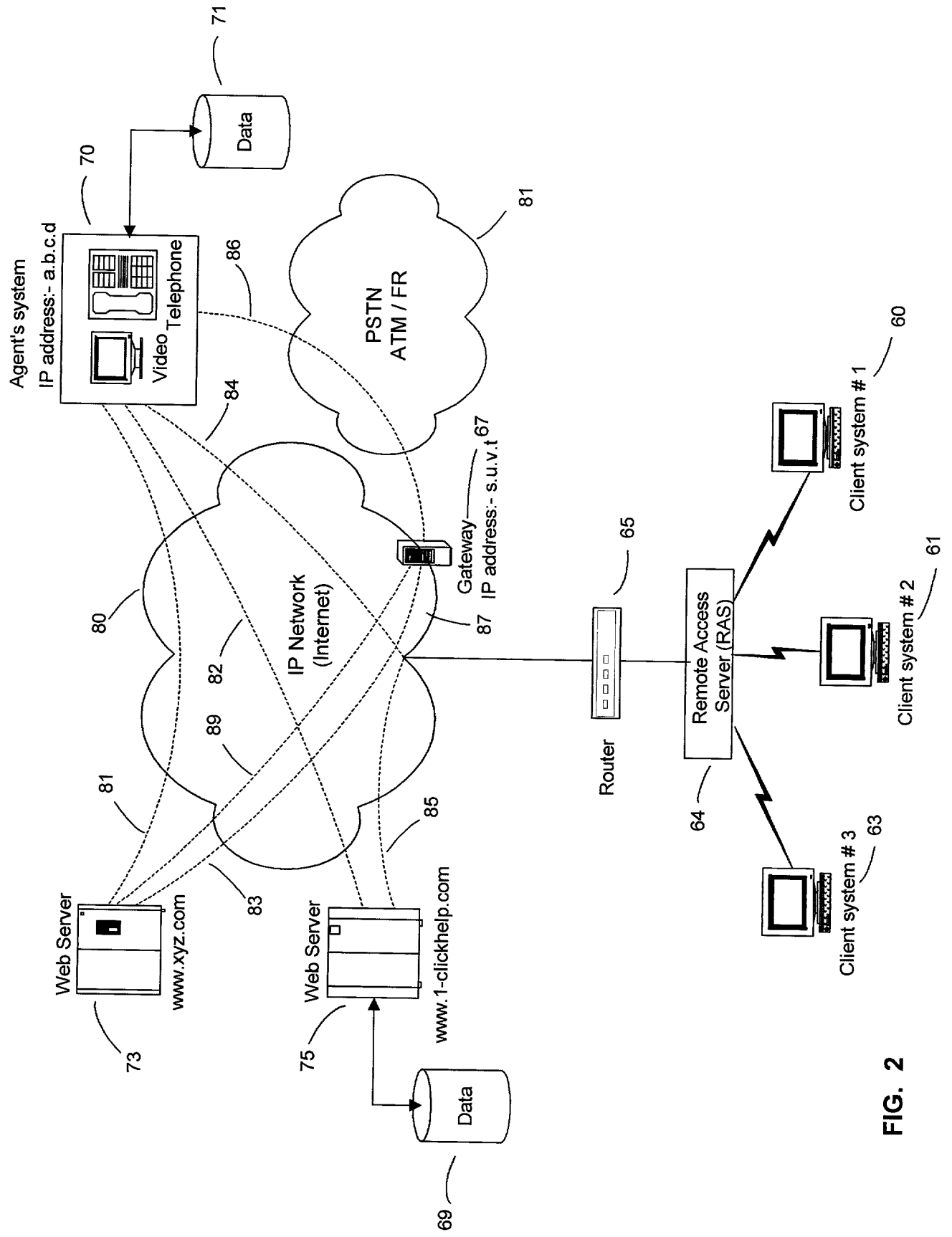


FIG. 2

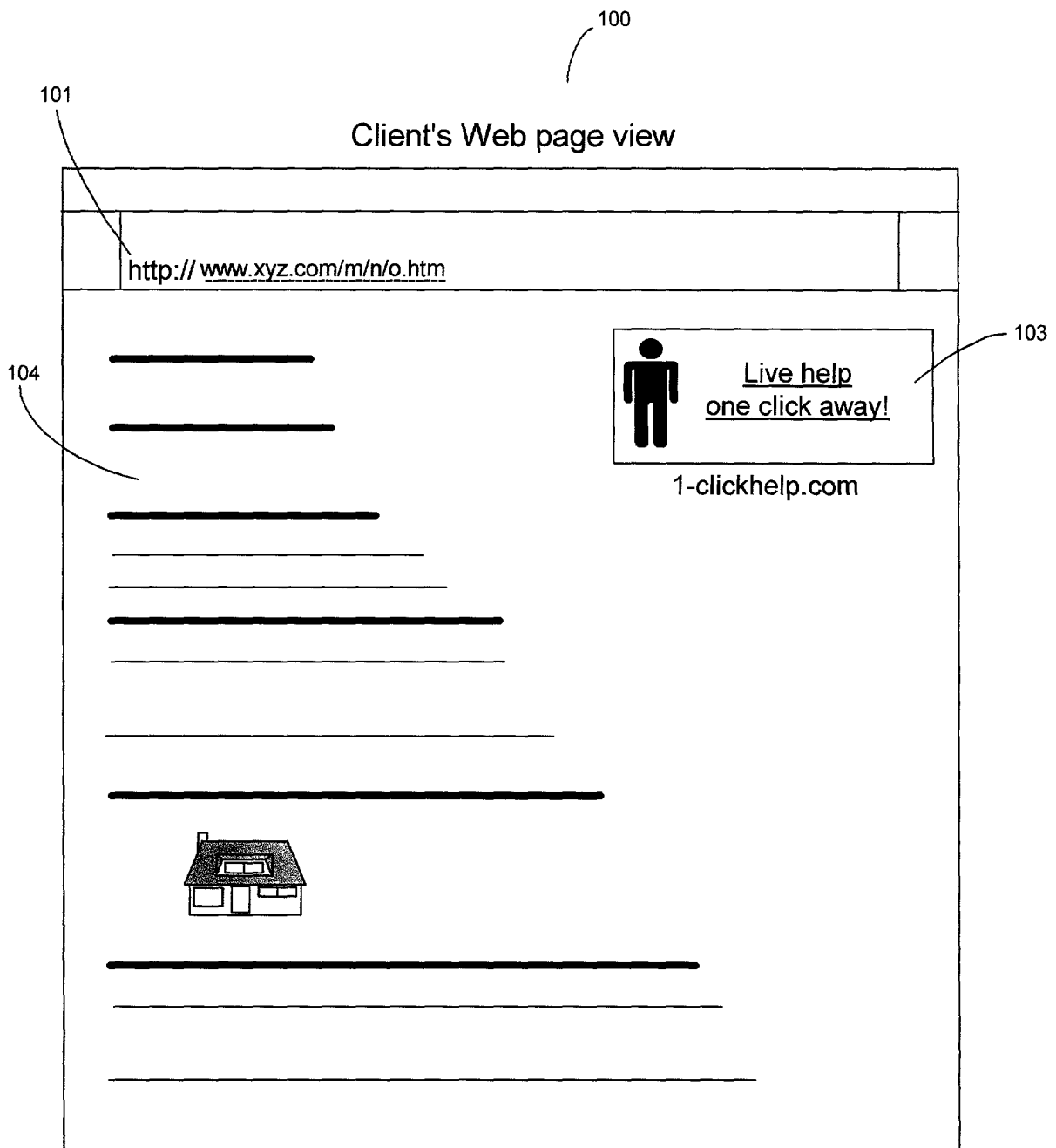


FIG. 3

110

111

1-clickhelp.com database

113

Serial # 1234567

115

Hyperlink address

Agent's IP address

117

Profile #

119

Reg. Name

http:// www.xyz.com

a.b.c.d

123456

Mr. Smith

123457

Mrs. Smith

http:// www.uvw.com

e.f.g.h

789012

Mr. Smith

http:// www.rst.com

m.n.o.p

345678

Mr. Smith

Serial # 1234568

FIG. 4

FIG. 5

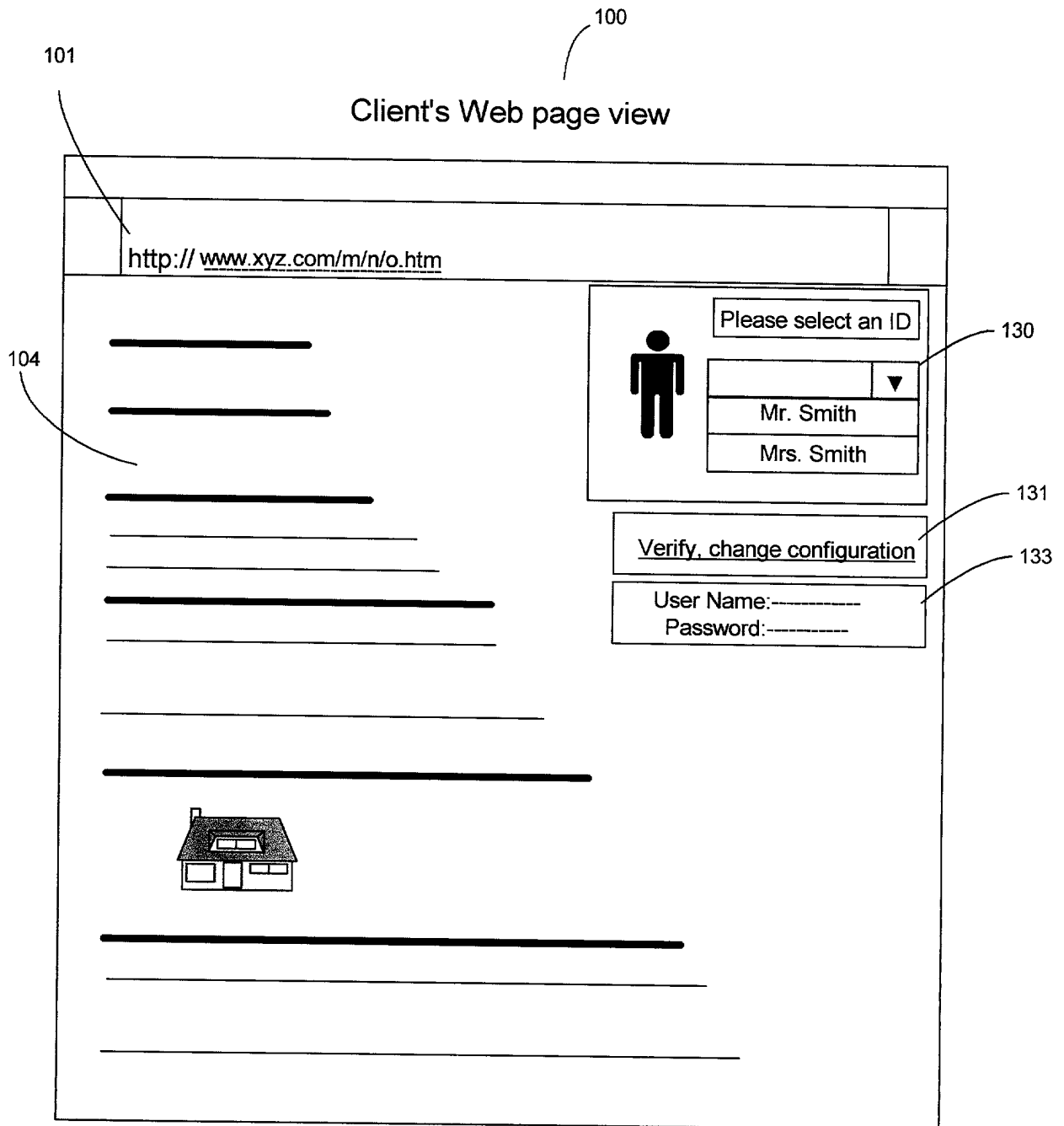


FIG. 5

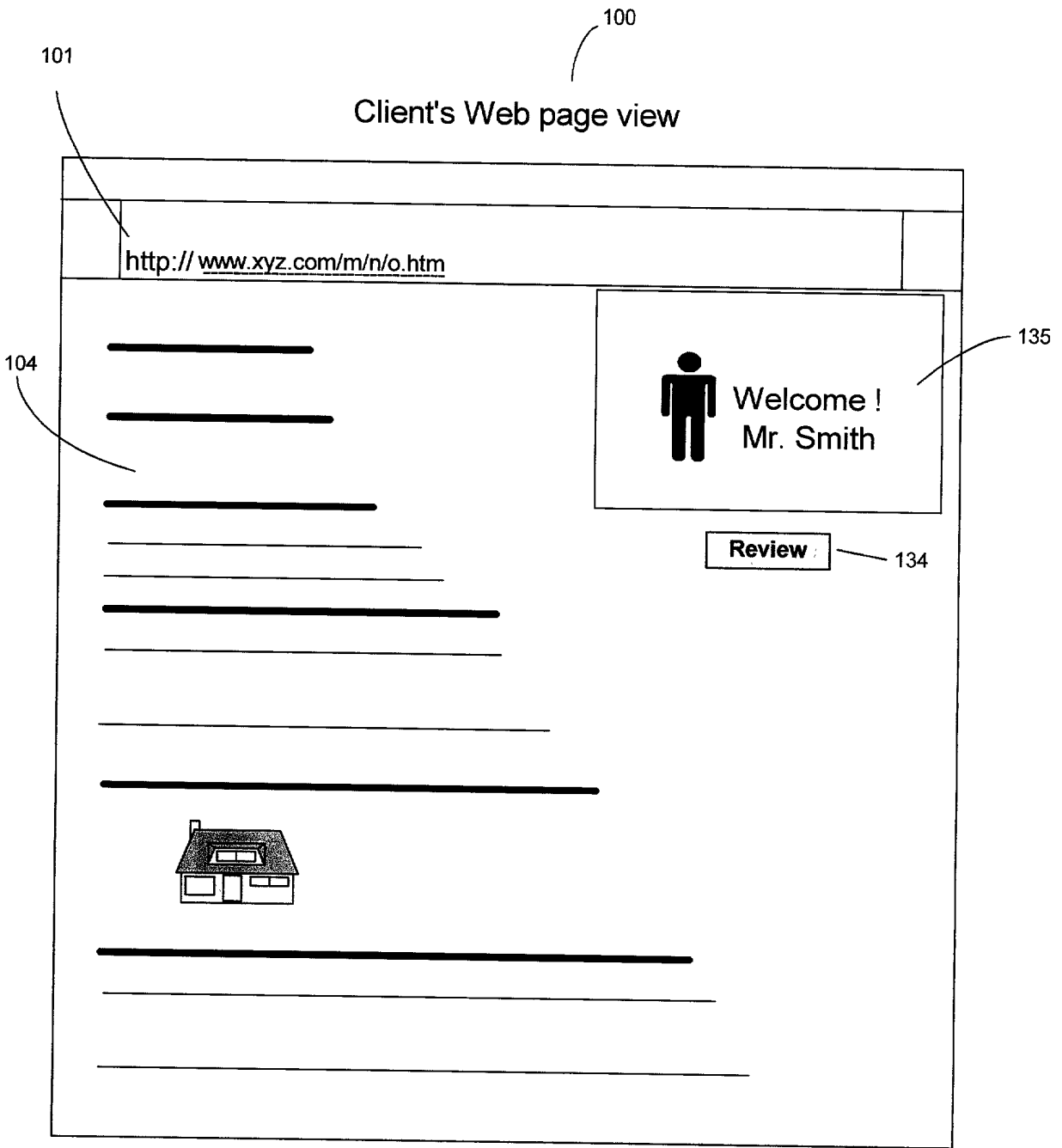


FIG. 6

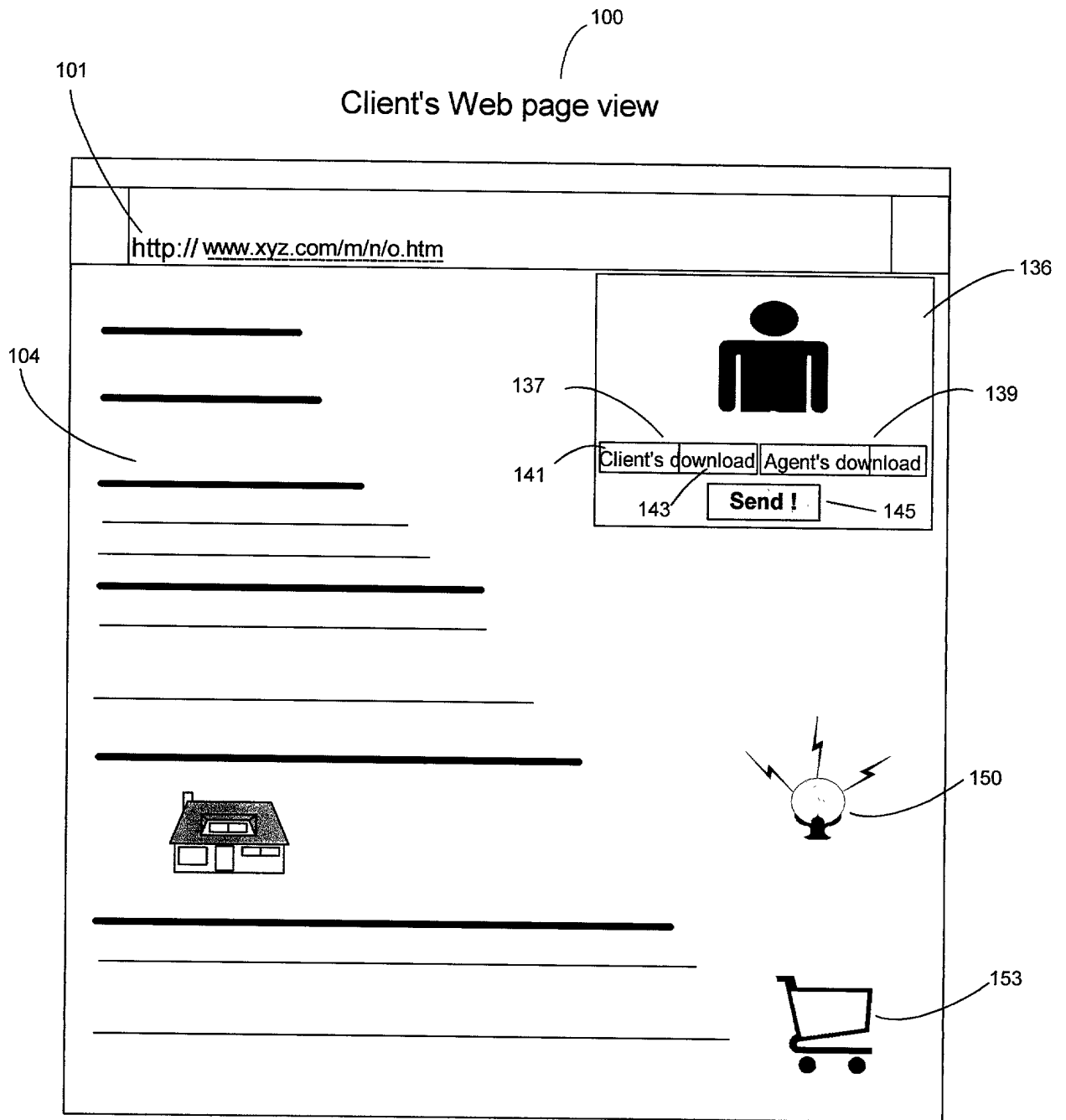


FIG. 7

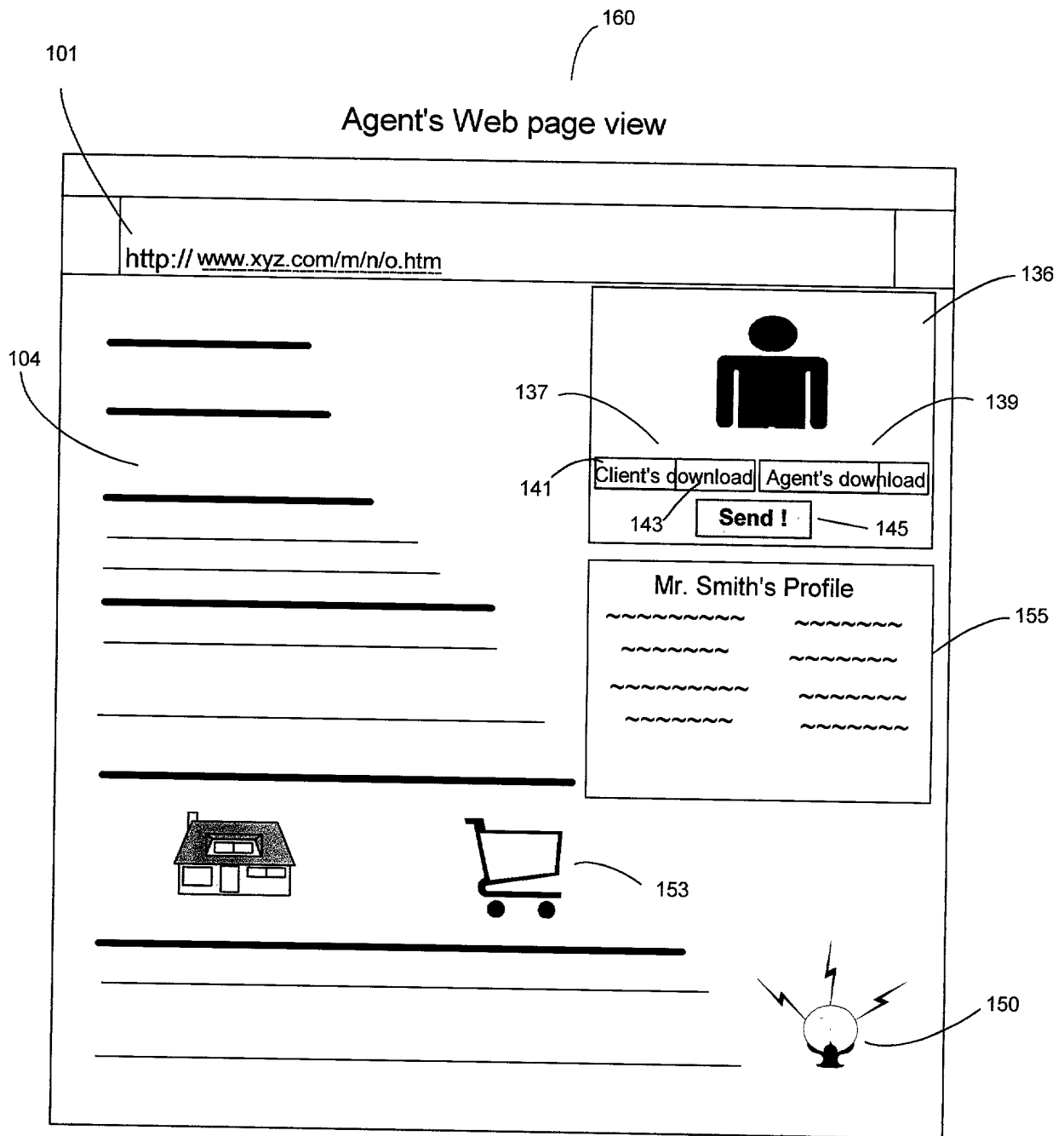


FIG. 8

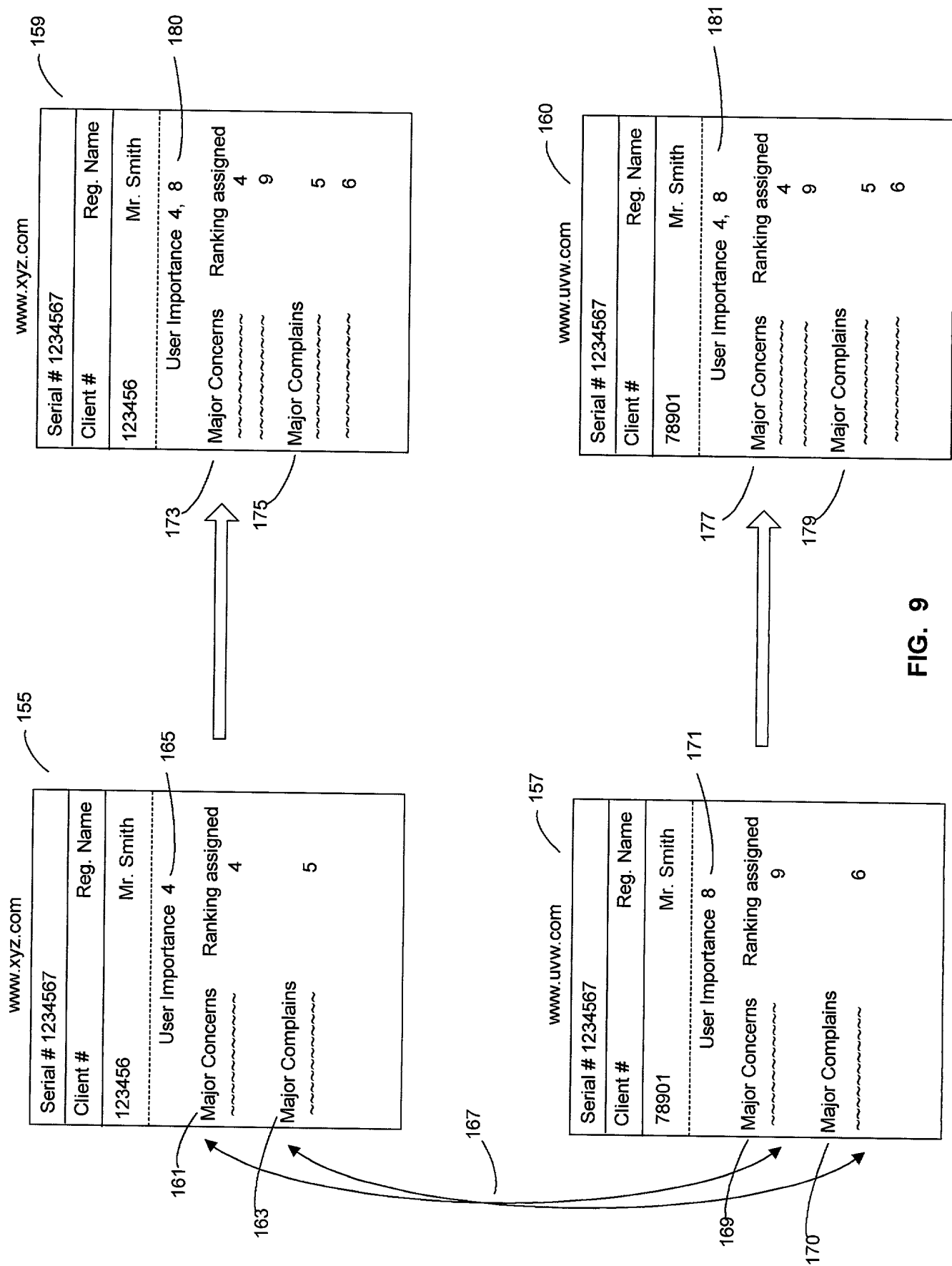


FIG. 9

Voice/video Priority Algorithm

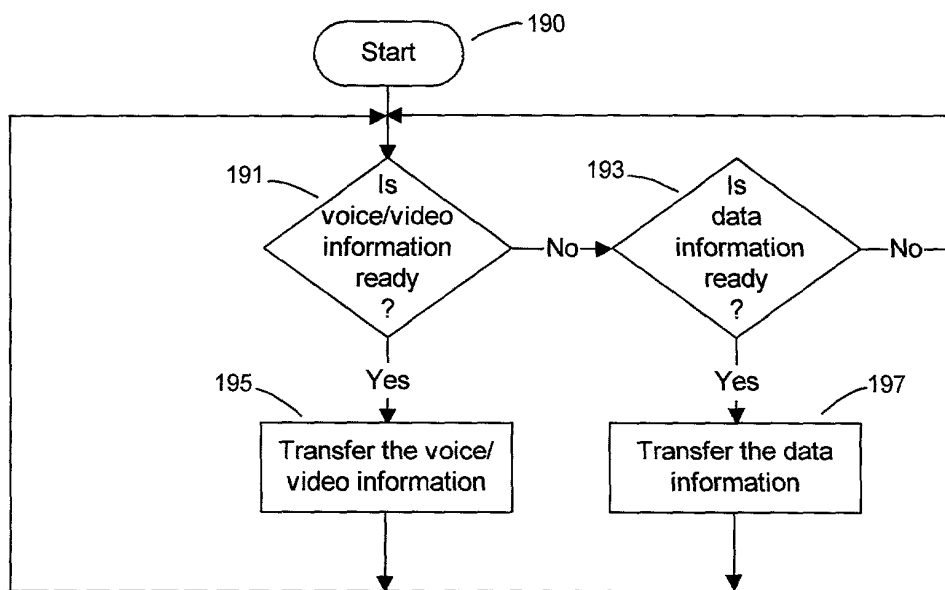


FIG. 10